

PATENT

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#9
J.D.
9-9-02

THE UNITED STATES PATENT & TRADEMARK OFFICE

Applicant: Hassan Pirasteh

: Paper No:

Serial No. 09/593,795

: Group Art Unit:

Filed: June 14, 2000

: Examiner:

For: METHOD AND SYSTEM FOR PROCESSING TELEPHONE CALLS BY
IVR

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RESPONSE TO NOTICE REGARDING POWER OF ATTORNEY

The Assistant Commissioner For Patents
Washington, D.C. 20231

Dear Sir:

In response to the Notice Regarding Power of Attorney dated April 4, 2002 (a copy of which is enclosed), Applicant hereby resubmits the Revocation and New Appointment by Assignee along with a copy of the Notice of Recordation showing that Convergys CMG Utah Inc. is the assignee.

Accordingly, Applicant respectfully submits that the Power of Attorney should be accepted.

Respectfully submitted,

HASSAN PIRASTEH

By

Ria Farrell Schalnatt
Registration No. 47,058
Attorney for Applicant(s)
FROST BROWN TODD LLC
2200 PNC Center
201 East Fifth Street
Cincinnati, Ohio 45202
(513) 651-6167

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Serial No. 09/593,795

CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to Box Non-Fee Amendment, The Assistant Commissioner for Patents, Washington, D.C., 20231, this 8th day of August, 2002.

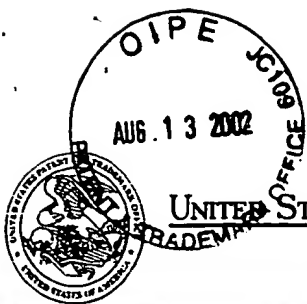
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UNITED STATES PATENT AND TRADEMARK OFFICE
WASHINGTON, D.C. 20231
www.uspto.gov

APPLICATION NUMBER	FILING DATE	FIRST NAMED APPLICANT	ATTY. DOCKET NO./TITLE
09/593,795	06/14/2000	Hassan Pirasteh	CON1246-076

8698
STANDLEY & GILCREST LLP
495 METRO PLACE SOUTH
SUITE 210
DUBLIN, OH 43017

CONFIRMATION NO. 5741



OC000000007795785

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Date Mailed: 04/04/2002

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NOTICE REGARDING POWER OF ATTORNEY

This is in response to the Power of Attorney filed 03/05/2002. The Power of Attorney in this application is not accepted for the reason(s) listed below:

- The Power of Attorney is from an assignee and the Certificate required by 37 CFR 3.73(b) has not been received.

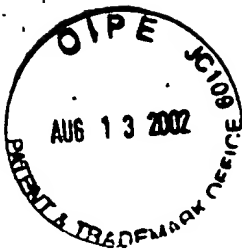
Ria Farrell Schallert
Frost Brown Todd LLC
200 PNC Center
201 East Fifth Street
Cincinnati, OH 45202

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M. A. Batie

MARGARET A BATIE
2600 (703) 605-1728

NEW ATTORNEY/AGENT COPY



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PATENT TRADEMARK OFFICE

IN THE UNITED STATES PATENT & TRADEMARK OFFICE

Applicants: Hassan Pirasteh, et al

: Paper No:

Serial No. 09/593,795

: Group Art Unit:

Filed: June 14, 2000

: Examiner:

For: **METHOD AND SYSTEM FOR PROCESSING TELEPHONE CALLS BY IVR**

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TRANSMITTAL OF REVOCATION AND NEW APPOINTMENT BY ASSIGNEE

THE ASSISTANT COMMISSIONER FOR PATENTS
Washington, D.C. 20231

Dear Sir:

Enclosed herewith is a Revocation and New Appointment By Assignee for the each of the applicants in the above-identified application or patent.

Please address all future communications to:

Ria Farrell Schalnatz
FROST BROWN TODD LLC
2200 PNC Center
201 East Fifth Street
Cincinnati, Ohio 45202

Please direct all telephone calls to me as follows:

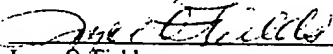
(513) 651-6167

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Respectfully submitted,

CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to The Assistant Commissioner for Patents, Washington, D.C. 20231, on 2/2/1, 2002.


Joyce O. Fields

By 

Ria Farrell Schalnatz
Registration No. 47,058
Attorney for Applicant(s)
FROST BROWN TODD LLC
2200 PNC Center
201 East Fifth Street
Cincinnati, Ohio 45202
tel.: (513) 651-6167
fax: (513) 651-6981



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PATENT

IN THE UNITED STATES PATENT & TRADEMARK OFFICE

Applicant: Hassan Pirasteh, et al. : Paper No:

Serial No. 09/593,795 : Group Art:

Filed: June 14, 2000 : Examiner:

For: METHOD AND SYSTEM FOR PROCESSING TELEPHONE CALLS BY
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REVOCATION AND NEW APPOINTMENT BY ASSIGNEE

THE ASSISTANT COMMISSIONER FOR PATENTS
Washington, D.C. 20231

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Dear Sir:

The undersigned, being Assignee of the entire interest in and to the above application, hereby revokes all former Powers of Attorney and appoints Ria Farrell Schalnatt, Registration No. 47,058; Edwin R. Acheson, Jr., Registration No. 31,808; Stephen R. Albainy-Jenei, Registration No. 41,487; David E. Franklin, Registration No. 39,194; William E. Gallagher, Registration No. 35,145; Steven J. Goldstein, Registration No. 28,079; James M. Kipling, Registration No. 26,287; Ann G. Robinson, Registration No. 39,820; David E. Schmit, Registration No. 28,472; Karlyn A. Schnapp, Registration No. 45,558; Ralph J. Skinkiss, Registration No. 26,105; and Kevin S. Sprecher, Registration No. 42,165; c/o Frost Brown Todd LLC, 2200 PNC Center, 201 East Fifth Street, Cincinnati, Ohio 45202 (513) 651-6800, attorneys, with full power of substitution and revocation, to prosecute said application, to make alterations and amendments therein, to receive the patent, and to transact all business in the Patent Office connected therewith.

CONVERGYS CMG UTAH, INC.

Date February 12, 2002

By: R. Farrell Schalnatt

Title: Vice president



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GROUP 8000

No. Serial No: 09/593,795

Of Hassan Pirasteh, et al

For METHOD AND SYSTEM FOR PROCESSING TELEPHONE
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Action Trans. ltr; Revocation and New Appointment by Assignee; Return
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RFS/jf 1160215/0502332 2/21/02

Please place the official stamp of the Patent Office on this card and
return it to us for our files to constitute an acknowledgment by this Patent
Office of receipt on the date stamped of the above identified paper.

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APRIL 19, 2001

STANDLEY & GILCREST LLP
JEFFREY S. STANDLEY
495 METRO PLACE SOUTH
SUITE 210
DUBLIN, OHIO 43017-5319



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NOTICE OF RECORDATION OF ASSIGNMENT DOCUMENT

THE ENCLOSED DOCUMENT HAS BEEN RECORDED BY THE ASSIGNMENT DIVISION OF THE U.S. PATENT AND TRADEMARK OFFICE. A COMPLETE MICROFILM COPY IS AVAILABLE AT THE ASSIGNMENT SEARCH ROOM ON THE REEL AND FRAME NUMBER REFERENCED BELOW.

PLEASE REVIEW ALL INFORMATION CONTAINED ON THIS NOTICE. THE INFORMATION CONTAINED ON THIS RECORDATION NOTICE REFLECTS THE DATA PRESENT IN THE PATENT AND TRADEMARK ASSIGNMENT SYSTEM. IF YOU SHOULD FIND ANY ERRORS OR HAVE QUESTIONS CONCERNING THIS NOTICE, YOU MAY CONTACT THE EMPLOYEE WHOSE NAME APPEARS ON THIS NOTICE AT 703-308-9723. PLEASE SEND REQUEST FOR CORRECTION TO: U.S. PATENT AND TRADEMARK OFFICE, ASSIGNMENT DIVISION, BOX ASSIGNMENTS, CG-4, 1213 JEFFERSON DAVIS HWY, SUITE 320, WASHINGTON, D.C. 20231.

RECORDATION DATE: 01/22/2001

REEL/FRAME: 011464/0486
NUMBER OF PAGES: 5

BRIEF: ASSIGNMENT OF ASSIGNOR'S INTEREST (SEE DOCUMENT FOR DETAILS).

ASSIGNOR:

PIRASTEH, M. HASSAN

DOC DATE: 11/13/2000

ASSIGNOR:

HAKIM, AMEEN

DOC DATE: 11/13/2000

ASSIGNEE:

COVERGYS CMG UTAH INC.
10975 SOUTH STERLING VIEW DRIVE
SOUTH JORDAN, UTAH 84095

SERIAL NUMBER: 09621909
PATENT NUMBER:

FILING DATE: 07/24/2000
ISSUE DATE:

PAULA MCCRAY, EXAMINER
ASSIGNMENT DIVISION
OFFICE OF PUBLIC RECORDS

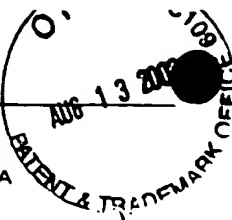
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STANDLEY & GILCREST
Received for Docketing
Date: 4/16/01



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TO: The Commissioner of Patents and Trademarks: Please record the attached original document(s).

Submission Type

- ☒ New
- ☐ Resubmission (Non-Recordation)
Document ID#
- ☐ Correction of PTO Error
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- ☐ Corrective Document
Reel # Frame #

Conveyance Type

- ☒ Assignment ☐ Security Agreement
- ☐ License ☐ Change of Name
- ☐ Merger ☐ Other
- U.S. Government
(For Use ONLY by U.S. Government Agencies)
- ☐ Departmental File ☐ Secret File

Conveying Party(ies)

- ☐ Mark if additional names of conveying parties attached
- Execution Date
Month Day Year
11-13-2000

Name (line 1) M. Hassan Pirasteh

Name (line 2)

Second Party

Name (line 1) Ameen Hakim

Name (line 2)

Execution Date
Month Day Year
11-13-2000

Receiving Party

- ☐ Mark if additional names of receiving parties attached

Name (line 1) Convergys CMG Utah Inc.

Name (line 2)

Address (line 1) 10975 South Sterling View Drive

Address (line 2)

Address (line 3) South Jordan

Utah

84095

City

State/Country

Zip Code

☐ If document to be recorded is an assignment and the receiving party is not domiciled in the United States, an appointment of a domestic representative is attached. (Designation must be a separate document from Assignment)

Domestic Representative Name and Address

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Name

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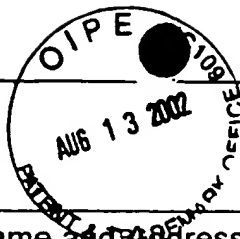
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Mail documents to be recorded with required cover sheet(s) information to:
Commissioner of Patents and Trademarks, Box Assignments, Washington, D.C. 20231



Correspondent Name and Address

Area Code and Telephone Number **(614) 792-5555**

Name **Jeffrey S. Standley**

Address (line 1) **Standley & Gilcrest LLP**

Address (line 2) **495 Metro Place South, Suite 210**

Address (line 3) **Dublin, Ohio 43017-5319**

Address (line 4)

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Pages

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#

3

Application Number(s) or Patent Number(s)

☐

Mark if additional numbers attached

Enter either the Patent Application Number or the Patent Number (DO NOT ENTER BOTH numbers for the same property).

Patent Application Number(s)

09/621,909

Patent Number

If this document is being filed together with a new Patent Application, enter the date the patent application was signed by the first named executing inventor.

Month Day Year

Patent Cooperation Treaty (PCT)

Enter PCT application number

only if a U.S. Application Number PCT

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PCT

PCT

PCT

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Number of Properties

Enter the total number of properties involved.

#

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Fee Amount

Fee Amount for Properties Listed (37 CFR 3.41): \$

40.00

Method of Payment:
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Enclosed ☒

Deposit Account ☐

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#

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☐

No

☐

Statement and Signature

To the best of my *knowledge and belief*, the foregoing information is true and correct and any attached copy is a true copy of the original document Charges to deposit account are authorized, as indicated herein.

Cheryl S. Scotney

Name of Person Signing

Cheryl S. Scotney

Signature

January 18, 2001

Date

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ASSIGNMENT

This assignment is made by M. Hassan Pirasteh, residing at 1349 Hildeaway Dr. S.
Florida ³²²⁵⁹ ~~32257~~, Ameen Hakim, residing at 707 S. 1st St.
City of Jacksonville ^{Buch} State of FL 32250 [zip code]; Jeff Sager, 416 Chicopee
Court, Jacksonville, Florida 32259; and Siva Nagarajan, residing at 833 Shoreline Cir
Ponte Vedra B City of Ponte Vedra State of FL
32082 [zip code]; ("ASSIGNORS") to CONVERGYS CMG UTAH INC., a corporation organized
under the laws of the State of Utah and having an office at 10975 South Sterling View Drive, South Jordan,
Utah 84095 ("ASSIGNEE").

FOR ONE U.S. DOLLAR (\$1.00) AND FOR OTHER GOOD AND VALUABLE
CONSIDERATION, the receipt of which is hereby acknowledged, ASSIGNORS do hereby sell, assign and
transfer to ASSIGNEE the entire right, title and interest, together with all rights of priority, in and to their
invention entitled CTI DESKTOP MANAGER, as described and/or claimed in an application for patent of
the United States of America, Serial No. 07/102,917. A Declaration for the application was
executed on _____. ASSIGNORS further do hereby sell, assign and transfer to
ASSIGNEE the entire right, title and interest, together with all rights of priority, in and to ASSIGNORS'
invention as described and/or claimed in any and all applications for patents based on the invention,
including divisionals, continuations, renewals, substitutes and reissues thereof, and all rights of priority
resulting from any of these patent applications, as well as all foreign counterparts and extensions thereof,
together with all patents issuing on any of these applications for the full terms of all of the patents which
may be granted on the invention.

ASSIGNORS HEREBY AUTHORIZE ASSIGNEE to make applications for, to prosecute such
applications, and to receive patents for the invention in the United States and any foreign countries, in
ASSIGNEE's name.

ASSIGNORS HEREBY PROMISE AND AGREE that ASSIGNOR will execute or procure any
further necessary assurance of title to the invention and any patents which may issue on the invention.
ASSIGNORS will, at any time, upon the request and without further consideration, but at the expense of
ASSIGNEE, deliver any testimony in any legal proceedings and execute all papers and do all other things
that may be necessary or desirable to perfect the title to the invention, or any patents which may be granted
therefor, in ASSIGNEE, its successors, assigns, or other legal representatives. ASSIGNORS will, at any
time, upon the request and at the expense of ASSIGNEE, execute any continuations, divisionals, reissues, or
any other additional applications for patents for the invention or any part or parts thereof and any patents
issuing thereon are hereby assigned to ASSIGNEE. ASSIGNORS will make all rightful oaths, and do all

lawful acts required for procuring and enforcing any of the patents, without further compensation, but at the expense of ASSIGNEE, its successors, assigns or other legal representatives.

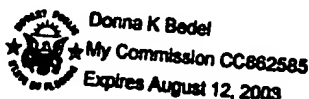
ASSIGNORS HEREBY AUTHORIZE AND REQUEST the Commissioner of Patents and Trademarks to issue any and all Letters Patent of the United States for the invention, resulting from any of the aforesaid applications to the ASSIGNEE.


HASSAN PIRASTEH

STATE OF FLORIDA
COUNTY OF Duval : SS:

Before me personally appeared **HASSAN PIRASTEH**, to me known to be the same person described in and who executed the foregoing instrument, and acknowledged that he executed the same, of his own free will and for the purposes set forth.

Sworn to before me and subscribed in my presence this 13th of Nov., 2000.



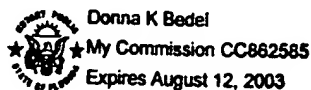

Notary Public

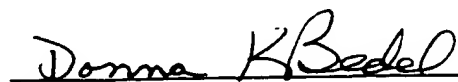

AMEEN HAKIM

STATE OF FLORIDA
COUNTY OF Duval : SS:

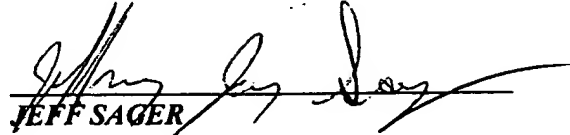
Before me personally appeared **AMEEN HAKIM**, to me known to be the same person described in and who executed the foregoing instrument, and acknowledged that he executed the same, of his own free will and for the purposes set forth.

Sworn to before me and subscribed in my presence this 13th of Nov., 2000.




Notary Public


ASSIGNORS HEREBY AUTHORIZE AND REQUEST the Commissioner of Patents and Trademarks to issue any and all Letters Patent of the United States for the invention, resulting from any of the aforesaid applications to the ASSIGNEE.


JEFF SAGER

STATE OF FLORIDA :
COUNTY OF Duval : SS:

Before me personally appeared **JEFF SAGER**, to me known to be the same person described in and who executed the foregoing instrument, and acknowledged that he executed the same, of his own free will and for the purposes set forth.

Sworn to before me and subscribed in my presence this 13th of Nov., 2000.

 Donna K Bedel
My Commission CC862585
Expires August 12, 2003



Notary Public


SIVA NAGARAJAN

STATE OF FLORIDA :
COUNTY OF Duval : SS:

Before me personally appeared **SIVA NAGARAJAN**, to me known to be the same person described in and who executed the foregoing instrument, and acknowledged that he/she executed the same, of his/her own free will and for the purposes set forth.

Sworn to before me and subscribed in my presence this 14th of Nov., 2000.

 Donna K Bedel
My Commission CC862585
Expires August 12, 2003


Notary Public